

CODE ENFORCEMENT OFFICER I

DEFINITION

To perform a variety of routine field and office work, and investigations and inspections in the enforcement of ordinances, codes, and related regulations pertaining to building, zoning, noise, signs, abandoned vehicle abatement, mobile home parks, health, safety and other public nuisances; to assist in assigned departmental activities related to maintenance and enforcement of those codes; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the Code Enforcement series. Positions in this class typically have limited work experience and work under immediate supervision while learning job tasks. The Code Enforcement I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbent works under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from assigned supervisor.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Assist in and perform inspections of businesses, boarding homes, hotels, motels, private residences, apartment houses, mobile homes and parks, vacant lots, abandoned vehicles, and swimming pools for occupancy, environmental sanitation, accessibility, structural and fire safety hazards for compliance with the Chula Vista Municipal Code, Housing Code, Fire Code, and the California Health and Safety Code.

Learn and perform routine field inspections to investigate possible violations of City code, ordinances, and abatement regulations.

Make contact with responsible violators and/or complainants on the phone or in person, in the field or in the office; provide routine information to the public.

Maintain inspection files, records, and logs; learn to write reports and chronologies.

Learn and perform research of current and historical buildings, assessor, and photographic records.

Remove signs from public right-of-ways.

Prepare standardized notices of violations, citations, memos, letters, and reports on code enforcement matters.

Gather evidence and perform follow-up investigations/visitations/inspections.

Ensure compliance with business license ordinances.

Assist in responding to customer complaints; may testify in hearings and court proceedings.

Operate City vehicles skillfully and safely; observe safe work methods and use safety equipment.

Keep work related records using a desktop and/or handheld computer.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform other related duties as assigned.

Knowledge of:

Basic methods and techniques of field investigation and documentation.

Pertinent rules, laws, ordinances, and policies procedures related to assignment.

Customer service and conflict resolution practices.

Computer equipment and software applications related to assignment.

English usage, spelling, grammar, and punctuation.

Ability to:

Learn principles and practices of inspections and enforcement.

Learn and apply pertinent rules, laws, and policies and procedures relative to area of assignment.

Learn basic research methods; learn time management to accommodate multiple cases/projects.

Assist in responding to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.

Deal with irate customers in an effective manner.

Use initiative and sound independent judgment within established guidelines.

Deal effectively and tactfully with the public and obtain compliance with City codes.

Photograph violations being investigated.

Keep accurate records and prepare clear and concise reports.

Drive City vehicles observing legal and defensive driving practices.

Understand and carry out oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One-year of experience in customer service or related area.

Training:

Equivalent to completion of the twelfth grade. College courses in Urban Planning, Architecture, Building Inspection, Criminal Justice, Public Administration, or related field are desirable.

License or Certificate

Possession of a valid California driver's license.

PC832 Certificate must be obtained within twelve-months of employment.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk, walk, or stand up for long periods of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; may lift up to 20 pounds. Drive a motorized vehicle, walk on uneven surfaces, kneel, stoop, bend, and climb up or down slopes while conducting field inspections. See in the normal vision range with or without correction to observe code violations, read typical business documents and computer screens; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Work is performed both outdoors and indoors; the performance of fieldwork tasks requires exposure to a variety of traffic and weather conditions with possible exposure to hazardous materials; indoor work is performed in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

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